Customer Name: Merck.

Country:

Egypt, UAE, Bahrain, Qatar, Kuwait, Yemen, Oman, KSA, Iraq, Jordan, Palestine, Syria, Lebanon, Iran.

Success Story about "Merck":

Merck is a leading company for innovative and top-quality high-tech products in healthcare, life science and performance materials. Around 39,000 employees work in 65 countries to improve the quality of life for patients, to further the success of customers and to help meet global challenges.

Business Needs:

- Merck was targeting to have a comprehensive one stop Human Resource Management System that can provide them with the missing functionalities that were not covered by the Global HR tool APOLLO. Merck is currently managing many of its fastest growing subsidiaries in 13 countries in the GCC and Near East in the MSME region, where all employee related information are managed in the Global APOLLO tool except external employees, while most important activities such as payroll, leave management, travel management are managed through excel.

- Designed technology supposed to be based on Cloud model (SAAS) as per the Enterprise Architecture Standards published by Merck-EAB, based on WEB architecture without having to install additional components on any computer. The solution should support the pay-as-you-go model which minimizes the CAPEX investment while providing highest ROI. HR solution has to support all end to end processes of local HR functions thereby enabling the local HR team to efficiently and effectively manage the super-fast growth of Merck in the GCC and LEVANT regions.

- The solution supposed to be modular in its nature with a tight integration between different modules, while also having provision to integrate with diverse technologies such as ERP Tempo+ and related BI tools, allowing the selection of different modules as "plug and play" based on the growing and changing business needs.

Why HITS? (The Solutions):

- Merck has selected HITS HRMS with its helicopter view that can fulfil the business needs of the holding companies with many subsidiaries in different locations, it supports all the needed tools for generating consolidated reports that are necessary for strategic decisions of big enterprises.

- HITS HRMS provides the ability managing holding companies through a centralized data management hub in one location to manage & serve the rest of locations as per business needs.
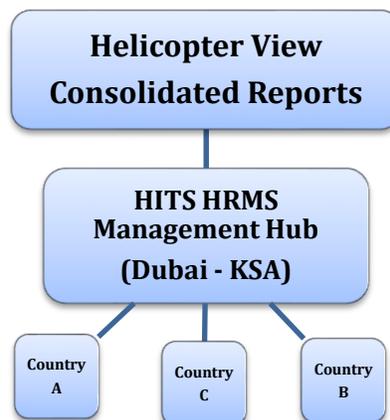
Benefits:

The functionalities required by Merck that have been fulfilled by HITS HRMS are:
- ➢ HR Foundation Management.
- ➢ Payroll Management.
- ➢ Leave Management.
- ➢ Benefits Management.
- ➢ Training Management.
- ➢ Complete workflow mechanism for employees' documentation with suitable encryption technology used whenever needed.
- ➢ Powerful reporting tool to generate the consolidated reports across the 13 countries.
- ➢ Auditing: tracking all changes take place in the HR business environment, receiving notifications upon important tasks to be done.
- ➢ Security and login functions: defining the security rules for system users as per job roles, (ex: only HR should have access to Business Intelligence Module).
- ➢ Merck started to realize DNA benefits quickly, it's basically a turnkey project with a centralization of comprehensive accurate DB for all employees including full organization structure, as well as all personnel and financial rules and policies in addition to security.
- ➢ Controlled project costs and timing schedules.
- ➢ Fewer business disruptions during the implementation.
- ➢ Decisions has been easily taken
- ➢ Merck spent less time & few staff resources in the project.